

### **Abstract of the Disclosure**

A proxy system enables a worker remote from a communication  
5 center and limited to a light computer device unable to operate as a  
workstation at the communication center to operate with full access to data  
and software at the communication center. A proxy server, which may be a  
LAN-connected server at the communication center, has a two-way data  
link to the light computer device operated by the remote agent, and executes  
10 software which ascertains the hardware and software characteristics of the  
light device. The proxy server accesses communication center data at  
direction from the light device, operates communication center software  
tools, and provides results to the light device over the communication link  
in a form usable by the light device.